



# Carolyne Wangui Chege

Waitress

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## PROFILE

Customer-focused Waitress with hands-on experience in high-volume hospitality environments, currently working at Bahari Beach Hotel and previously trained at Apex Resort. Proven ability to deliver exceptional guest service, support senior servers, and maintain high dining standards in fast-paced settings. Skilled in table service, food safety, teamwork, and guest satisfaction. Adaptable, energetic, and well-suited for the multicultural, service-driven environment onboard Carnival Cruise Line.

## SKILLS

- Guest Service Excellence
- Food & Beverage Knowledge
- Support to Senior Servers
- Multicultural Guest Interaction
- Complaint Handling & Guest Recovery
- Fine & Casual Dining Service
- Order Taking & POS Systems
- Service Timing & Coordination
- Teamwork in High-Volume Operations
- Fast-Paced Work Adaptability
- Table Setup & Clearing
- Upselling Food & Beverages
- Hygiene, Sanitation & Food Safety
- Strong attention to Detail
- Professional Appearance & Etiquette

## ACHIEVEMENTS

- Supported service delivery for 80+ guests per shift, contributing to smooth operations during peak dining and resort event periods.
- Achieved 100% compliance with hygiene, sanitation, and food safety standards throughout the training period.
- Reduced table turnover time by 20% through efficient clearing, resetting, and coordination with senior servers.

## PROFESSIONAL EXPERIENCE

### Waitress

*Bahari Beach Hotel*

02/2025 – Present  
Mombasa, Kenya

- Delivered high-quality food and beverage service to 50–100+ guests per shift in a fast-paced dining environment.
- Assisting senior servers with order delivery, table maintenance, and service flow during peak hours.
- Ensuring correct table setup, cleanliness, and reset according to hotel service standards.
- Taking accurate food and beverage orders and communicated effectively with kitchen staff.
- Handling guest requests and minor complaints promptly to ensure satisfaction.
- Maintaining strict compliance with food safety, hygiene, and sanitation standards.

- Supporting upselling initiatives for beverages and specials.

**Waitress Trainee***Apex Hotel*

08/2024 – 11/2024

Nakuru, Kenya

- Assisted senior waitstaff in providing food and beverage service to hotel and resort guests.
- Prepared dining areas by setting tables, polishing cutlery, and arranging service stations.
- Served food and beverages according to service sequence and presentation standards.
- Cleared tables efficiently and reset them to support quick guest turnover.
- Ensured guest requests were communicated accurately to kitchen and bar teams.
- Monitored guest needs during meals and provided timely assistance.
- Maintained cleanliness of dining areas, service stations, and back-of-house sections.
- Followed food safety, hygiene, and sanitation procedures at all times.
- Assisted during banquets, events, and high-occupancy service periods.
- Supported inventory checks for service items such as cutlery, glassware, and linens.
- Observed and learned upselling techniques for menu items and beverages.
- Complied with hotel policies, grooming standards, and professional conduct.

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**EDUCATION****Certificate in Hospitality Management***Rift Valley National Polytechnic*

09/2023 – 08/2025

Nakuru, Kenya

**High School Diploma***PCEA Secondary School*

02/2019 – 11/2022

Nakuru, Kenya

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**REFERENCES****Available upon request**